

Instructions for inputting a claim to the NMRU

Inputting a claim to the NMRU is required so that we (School Milk Services Ltd) are reimbursed for the milk that we deliver to you for the Under 5's.

Each month, we produce a delivery summary which identifies the deliveries we have made to your school and can be used as a guidance to 'Logging Attendances' on your claim.

To download your schools' delivery summary, follow the instructions below:

1. Log into your account at www.schoolmilkservices.co.uk/login
2. Select the relevant month next to 'Download NMRU Delivery Guide for Invoice Date:' using the drop down box. Then select 'Download PDF'

The screenshot shows the 'School Milk Services' user interface. At the top, there is a navigation bar with 'Home', 'Change Password', and 'Log out' links. Below this, a 'Welcome' message is followed by an 'Account Ref:' field. Under the 'Invoices:' section, a list of invoice dates is displayed: 30/Apr/22, 31/Mar/22, 28/Feb/22, 31/Jan/22, 31/Dec/21, 30/Nov/21, 31/Oct/21, 30/Sep/21, 31/Jul/21, 30/Jun/21, and 31/May/21. A central panel contains a login instruction: 'Please log in at www.nurserymilk.co.uk to complete nursery milk delivery verifications.' To the right of this instruction are fields for 'NMRU REF:' and 'Registration Certificate ID:'. Below the instruction is a dropdown menu labeled 'Download NMRU Delivery Guide for Invoice Date : ' and a 'Download PDF' button, both of which are circled in red. At the bottom of the central panel is a link: 'Download/view NMRU instructions how to submit a claim before the holidays'. At the very bottom of the page, there are three buttons: 'Delivery Order Calendar', 'Orders for Under Five's 200ml Milk.', and 'View Orders'.

3. The delivery guide for the selected month will be downloaded. Remember:
 - a. If you only get deliveries on specific days, the figures will be doubled/tripled to allow for this, so ensure you divide these figures appropriately when logging attendances in the next steps.
 - b. Check these figures against your order for the month – you can view your orders for the month by going back to the homepage of your log in, and selecting 'View Orders' at the bottom right hand side of the page, next to 'Orders for Under Five's 200ml Milk.'
 - i. If there are discrepancies between these, check that you haven't increased/decreased figures for the month, or speak with us directly if we have delivered too much/too little and we can advise.

Creating a claim

1. Go to www.nurserymilk.co.uk and log in
2. Go to Claims > Create Claim (*check the dates are correct, the dates that show will be the next claim you need to submit, so if you are behind with your claims, these dates may be backdated – they need to be submitted in order, so make sure you complete these ASAP*) > Next > Log Attendances > Enter

3. You should now see a screen which shows a date at the top and a list of days below – Monday to Sunday.
4. Working from your Delivery Summary or Order Sheet, enter the number of cartons/children (day by day), from the column headed **CHILDREN**.
 - a. Remember, if you have less than 5 deliveries a week, you need to split the quantities, as mentioned above.
5. Once you have completed the first week, click SAVE and this will take you to the following week. Continue inputting the figures until the end of the month.
6. On the last week, click SAVE.
7. The option you should now have is: RETURN TO CLAIM > THIS CLAIM IS COMPLETE (Yes) > CONTINUE TO DECLARATION.
 - a. At the top of this page, it will identify how many attendances you have entered, this should match the summary for the month. If it doesn't, use the arrows to go back to the week you need to amend.
 - b. If it matches, tick to confirm and then SUBMIT CLAIM.
8. To input another month, go back to Step 1 and repeat the process.

For further information or clarification, see <https://www.nurserymilk.co.uk/how-to-claim-for-nursery-milk> or give us a call on 01934 510950.

Please ensure you complete the NMRU claims every month to ensure we are reimbursed for deliveries. You have a maximum of 6 months to complete a claim, so if these are missed and pass the deadline, we will have to invoice the school directly and may pause deliveries until payments are made.